

**CITY OF ASHEVILLE, NORTH CAROLINA  
CLASS SPECIFICATION**

**TICKET OFFICE MANAGER  
CIVIC CENTER**

**GENERAL STATEMENT OF JOB**

Performs administrative and supervisory work in support of Civic Center ticket sales. Employee reports to the Civic Center Director.

**DISTINGUISHING FEATURES OF THE CLASS**

An employee in this class performs administrative and supervisory work to support the ticket sales operations of the Civic Center. Work involves supervising and training the ticket sales staff, reviewing and updating policies, performing basic accounting functions, and assisting handicapped patrons. Employee must exercise independent judgment, discretion, and initiative in completing assignments. Employee also must exercise tact and courtesy in frequent contact with City officials and employees and the general public. Work is performed under the general supervision of the Civic Center Director and is evaluated through observation, conferences, review of work performed and public approval.

**ILLUSTRATIVE EXAMPLES OF WORK**

Responds to inquiries regarding ticket sales and/or Civic Center events in person, over the telephone, and via e-mail.

Accommodates the needs of patrons, including those affected by the Americans With Disabilities Act.

Interviews, hires, trains and supervises ticket sales staff.

Maintains inventory of supplies.

Performs a variety of accounting functions to include reconciling cash with records, verifying sales, etc.

Processes information using a variety of computer-driven word processing, spread sheet and file maintenance programs which requires use of a variety of complicated formats for preparing correspondence and reports.

Sets up daily ticket operations prior to Civic Center events.

Assists show promoters.

Maintains inventory of ticket sales supplies.

Conducts or directs daily ticket counts.

Show set up.

## **TICKET OFFICE MANAGER**

### **ADDITIONAL JOB FUNCTIONS**

Performs other related work as required.

### **KNOWLEDGE, SKILLS AND ABILITIES**

Considerable knowledge of the principles and practices of supervision.

Considerable knowledge of the layout of Civic Center facilities.

General knowledge of the principles and practices of basic accounting.

Ability to stand for moderately long periods of time.

Ability to speak clearly.

Ability to perform basic accounting transactions.

Ability to exercise considerable tact and courtesy in frequent contact with the public.

Ability to maintain high standards for performance of work.

Ability to establish and maintain effective working relationships as necessitated by work assignments.

### **MINIMUM EXPERIENCE AND TRAINING**

Graduation from high school and 3 to 5 years of computerized ticketing experience, preferably with Ticket Master; and/or any equivalent combination of training and experience required to perform the essential position functions.

### **COMPETENCIES**

**Technical Competency:** Ability to use the tools and concepts of the specialty area in which the employee works. Includes using appropriate processes, procedures, resources, and work or professional standards.

**Interpersonal Competency:** Ability to work with people, develop and maintain work relationships, communicate, manage conflict, and perform as an effective team member.

**Intellectual Competency:** Ability to think, learn and process information. Ability to solve problems and gather necessary information. Includes having math and reading skills appropriate to job level.

**Customer Service:** Ability to identify customers, determine the valid needs of a situation, and provide service or service recovery in a manner that satisfies the customer.

## **TICKET OFFICE MANAGER**

**Physical Skills:** Ability to perform required jobs with adequate strength, dexterity, coordination and visual acuity (with reasonable accommodation[s] if needed) and in a manner that does not pose a direct threat to the health or safety of the employee or others in the workplace.

Exempt  
Salary Grade 17